SAP Jam Collaboration
Revolutionize work. Simplify your business.

December 2016

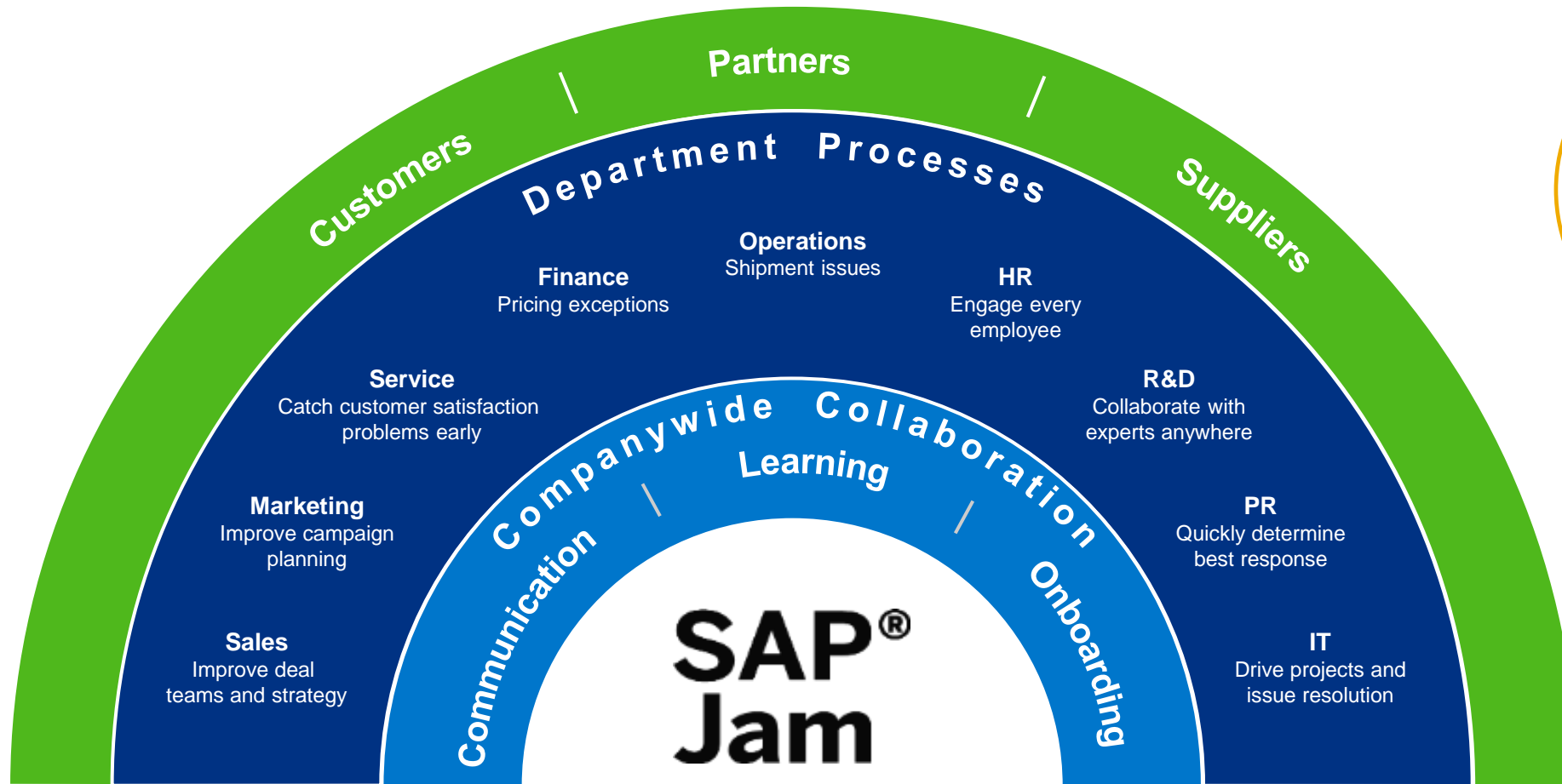**sap.com/jam**

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Strategy: Revolutionize work. Simplify business.
Bring together people, data, and processes to drive measurable results

34 million subscribers and growing

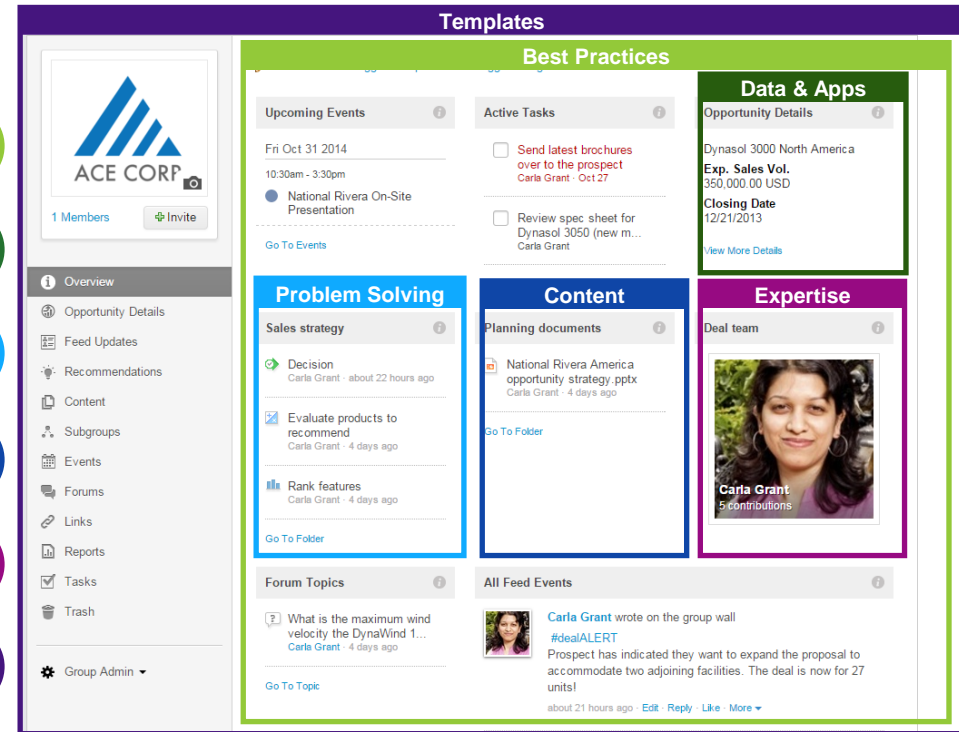**Where you work**   **Driving results**   **On a secure foundation**

What is a work pattern?

Repeatable, collaborative business process

Work patterns:

In process, when and where needed, real-time

- Best Practices
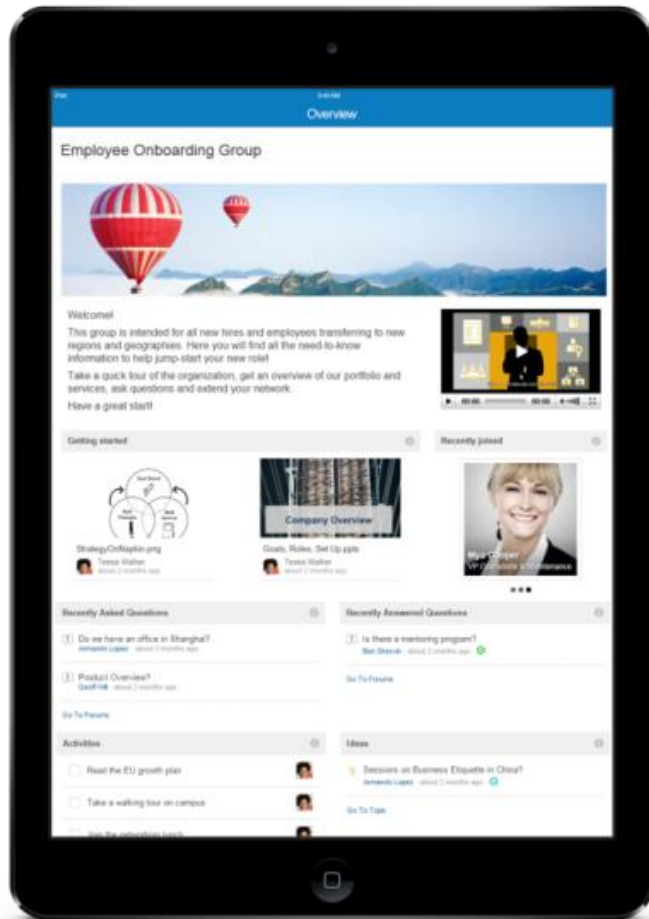- Data and Apps
- Problem Solving
- Content
- Expertise
- Templates

SAP Jam Work Patterns
Pre-built social processes for the entire organization

Social onboarding

IT

With IT service ticketing systems
- ❑ Social onboarding
- ❑ IT project room
- ❑ IT issue escalation room
- ❑ Help and support
- ❑ Planning and implementation
- ❑ Vendor engagement

HR

With SuccessFactors and SAP HCM
- ❑ Social onboarding
- ❑ Social/blended learning
- ❑ Education center
- ❑ Mentoring and coaching
- ❑ Training room

Sales, Service & Marketing

With SAP CRM/ECC/ERP, SAP Cloud for Customer, hybris Marketing
- ❑ Sales onboarding
- ❑ Sales enablement
- ❑ Account management
- ❑ Opportunity management
- ❑ Customer engagement
- ❑ Order-to-cash
- ❑ Quote management
- ❑ Design Registration
- ❑ Service request resolution
- ❑ Help and support communities
- ❑ Collaborative campaign management

Company-wide
- ❑ Social Intranet
- ❑ Help & support
- ❑ Planning and implementation
- ❑ Team collaboration
- ❑ Knowledge sharing
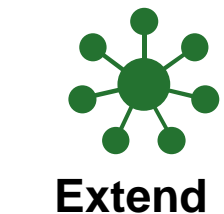- ❑ Topical collaboration

Customize, integrate, and extend
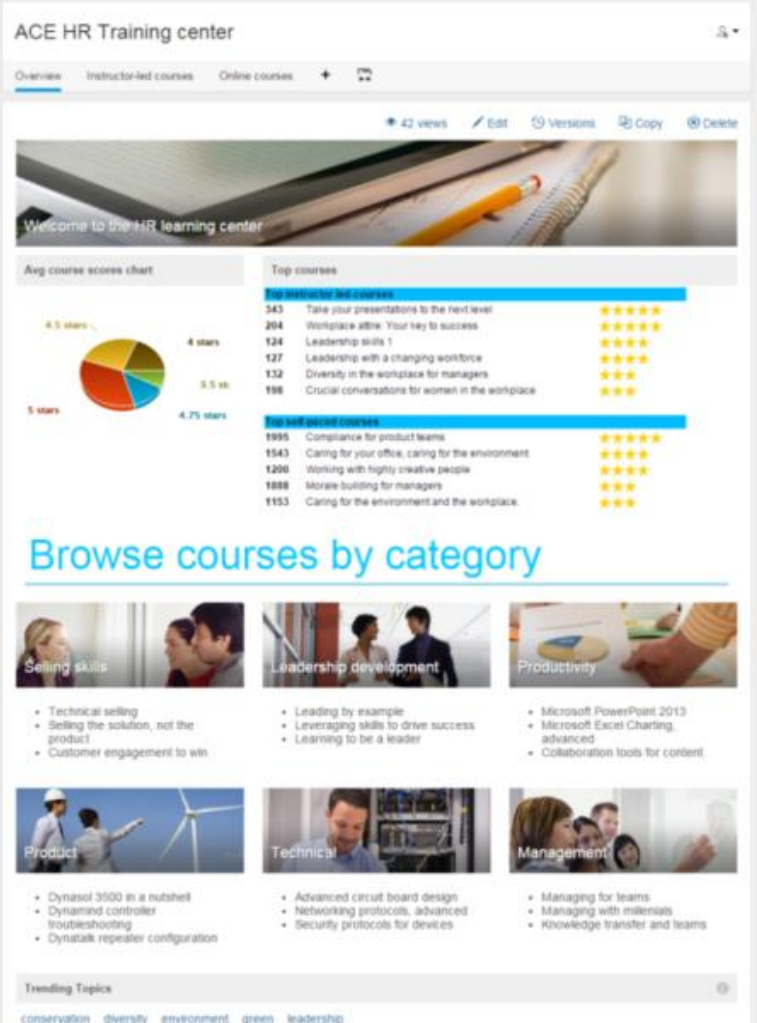SAP Jam provides flexibility for your departmental and industry needs

Customize
> Develop work patterns for your unique business processes
>
> Add pre-built third party productivity apps (Google, Box)

Integrate
> Bring SAP and third party application data into SAP Jam
>
> Collaborate with documents from content management systems
>
> Embed SAP Jam capabilities and data into your business apps

Extend
> Build collaborative custom apps on SAP HANA Cloud Platform
>
> Add new capabilities with OpenSocial gadgets
>
> Incorporate gamification

SAP Jam integrations: SAP solutions

SAP SuccessFactors

- SAP SuccessFactors Advanced Learning *
- SAP SuccessFactors Talent Management *
- SAP SuccessFactors Enterprise
- SAP SuccessFactors Employee Central *
- SAP SuccessFactors Foundation *

- Referencing of SAP Jam groups in SAP SuccessFactors Onboarding or SAP SuccessFactors Goals and Performance *

SAP Hybris

- SAP Hybris Marketing *
- SAP Hybris Cloud for Customer *

Directory services

- SAP Cloud Identity *
- SAP Jam *
- SAP SuccessFactors Foundation *

Productivity Tools

- SAP Jam activity hub *
- SAP Jam file sync client *
- SAP Jam office integration *
- SAP Jam outlook integration *

Mobile

- SAP Jam mobile apps (iOS, Android) *
- SuccessFactors mobile app (iOS, Android) *

SAP

- SAP BusinessObjects BI Platform *
- SAP Business Suite
- SAP Business Suite on HANA
- SAP ERP Central Component *
- SAP Hybris Cloud for Customer *
- SAP Cloud for Travel & Expense *
- SAP CRM for sales, service, marketing *
- SAP Extended ECM by OpenText *
- SAP Fiori *
- SAP HANA Cloud Platform
- SAP HANA Cloud Portal
- SAP Learning Solution *
- SAP Document Center *
- SAP S/4 HANA *
- SAP Integrated Business Planning*
- Other SAP ABAP-based solutions via Social Media Integration

* Pre-built integration

SAP Jam integrations: Third party

Third-party Solutions

Content management and collaboration
- Alfresco One *
- Box *
- IBM Connections via the SAP Jam activity hub *
- Microsoft Office 365 SharePoint Online *
- Microsoft SharePoint *
- Microsoft SharePoint Web Part Connector *
- Microsoft Yammer via the SAP Jam activity hub *
- OpenText Content Management Server *

Search
- Microsoft Federated Search *
- OpenSearch *

Directory services
- LDAP
- Microsoft Active Directory

Productivity
- AuthorSTREAM *
- Docstoc *
- Google Calendar *
- Kaltura *
- Microsoft Outlook (add-in) *
- Microsoft Skype for Business (Lync) *
- RSS *
- Scribd *
- Slideshare *
- Twitter *
- Tripit *
- Vimeo *
- YouTube *
- Zoho Show *

Gamification
- Bunchball *

* Pre-built integration

SAP Jam is a market leading collaboration solution!

Leader

IDC, MarketScape Worldwide
Social Technologies in
Integrated Talent Management,
2012 & 2015

Leader

IDC, MarketScape Worldwide
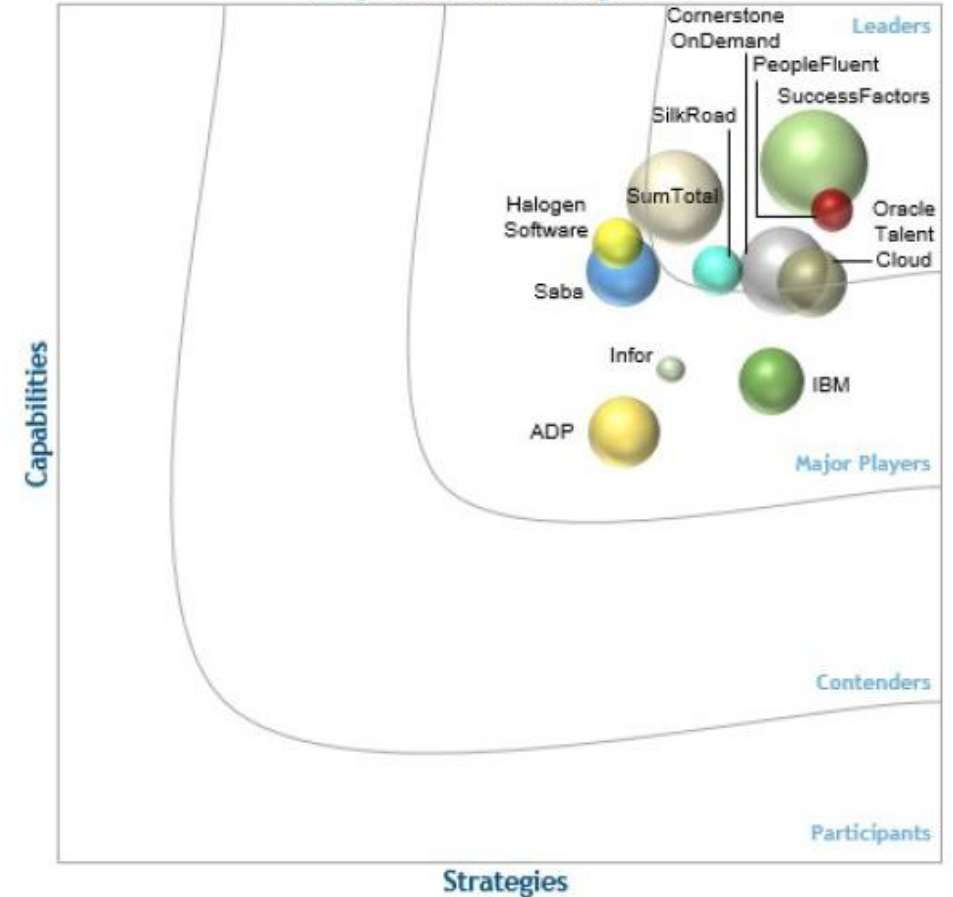Enterprise Social Networks,
2014

Leader

Aragon Research, Globe for
Social Software, 2014

Leader

Experton, Social Business
Benchmark, Talent Management
& Enterprise Networking, 2014

IDC MarketScape Social Technologies in Integrated Talent Management

Source: IDC, 2015

Thank you

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